Amendments to the Specification

At page 1, line 24, please amend the paragraph as follows:

Businesses today face a number of challenges in managing productivity and efficiency, particularly where a business includes a number of business units. A business unit [[is]] simply refers to a unit, division, subsidiary, department, affiliate or other group that deals in certain business products or services and that may have a relationship with another business unit. Business units may be involved in businesses such as, without limitation, financial services, insurance services, retirement planning, and other businesses.

At page 17, line 19, please amend the paragraph as follows:

In addition, application server 78 includes a number of application services delivered through EJB's. These services include an IP service 84 with an associated stateless session bean 86. The stateless session bean 86 is a collection of related services each represented by a method. The bean maintains no state from method invocation to the next. The allocation service 78 also includes a contact service 88 with associated stateless session bean 90, a fulfillment service 92 associated with a stateless session bean 94, a sales service 96 associated with a stateless session bean 98, and a quick close service 100 associated with a stateless session bean [[one of two]]102.

At page 19, line 8, please amend the paragraph as follows:

FIG. 8 shows the topology of the system of the present invention. A number of clients 66 are shown. These clients are connected to the Internet 114. In addition, these clients are connected to a telephony system 115. The telephony can include a phone switch 116, such as a

Lucent G3R. The phone switch 116 must be connected to a Lucent server 120 to accept inbound calls. The Lucent server 120 provides telephony integration for managing the inbound calls. The telephony system 115 may also include an outbound server 118. The outbound server may be a Melita server that has predictive dialer management capabilities. The outbound server is used to manage outbound calls and for call blending. The clients are also connected through TCP/IP one or more server sets 122 containing application servers 78 that may be run on multiple nodes 76. These nodes communicate either through JDBC with distributed data base connections services (DBCS) which acts as a gateway to the DB2 database, or alternatively, the Electronic Call Interface (ECI) can be used to connect with a gateway to the CICS. This can be through IBM's TX series product. This permits data such as ~~contact~~ contract data 134, client file data 136, and agent data 138 in a database associated with a host 128 to be accessed.